

# NC FAST Master Glossary for Request for Proposal NO. 30-DHHS-1221-08

This Master Glossary includes all NC FAST terms, inclusive of RFP terms contained in RFP *Section VIII.A — Acronyms and Definitions*.

TERM	DEFINITION
<b>1571</b>	State Reimbursement System / Report a county uses to claim reimbursement.
<b>24x7x365</b>	Availability of systems, communications, and/or supporting resources every hour (24) of each day (7 days weekly) (365 days per year) throughout every year for periods specified herein. Where reasonable downtime is accepted, it will be stated herein. Otherwise, 24x7x365 implies NO loss of availability of systems, communications, and/or supporting resources.
<b>2<sup>nd</sup> Party Review</b>	A review of cases based on the status of a new worker or based on policy.
<b>A/R or a/r</b>	Applicant/Recipient - An individual who applies for or receives economic benefits and/or services.
<b>AA</b>	Aid to the Aged
<b>AAF</b>	See TANF.
<b>AB</b>	Aid to the Blind
<b>ABAWD</b>	Able-Bodied Adult Without Dependent
<b>ABE</b>	Adult Basic Education
<b>ACF</b>	Administration for Children and Families, part of US Department of Health and Human Services.
<b>ACH</b>	Adult Care Home - An assisted living residence in which the housing management provides 24-hour scheduled and unscheduled personal care services to two or more residents, either directly or, for scheduled needs, through formal written agreement with licensed home care or hospice agencies. For a resident to be eligible, the adult care home where he/she resides must be licensed by the Division of Facility Services (DFS).
<b>ACH-CM</b>	Adult Care Home-Case Management - A set of interrelated activities directed to improve the overall quality of care for eligible heavy care Adult Care Home residents.
<b>Active</b>	<ol style="list-style-type: none"> <li>1. When used about a Case: A benefit/service is approved, according to program rules.</li> <li>2. When used about an Individual: The individual is included in a case, as defined by program rules.</li> <li>3. When used about a Benefit: The benefit is available to the case, as defined by program rules.</li> </ol>

TERM	DEFINITION
<b>ACTS</b>	Automated Collection and Tracking System - Provides registration, tracking, payment, updates, accounting, and case management functionality (using to do/work lists, document generation, reporting and court scheduling) for child support services, such as referral, locate, paternity establishment, enforcement.
<b>AD</b>	Aid to the Disabled
<b>ADA</b>	Americans with Disabilities Act
<b>ADC</b>	Adult Day Care - The provision of an organized program of services during the day in a community group setting for the purpose of supporting an adult's personal independence and promoting their social, physical, and emotional well-being.
<b>Adequate Notice</b>	A notice that must be received before the effective date of the change that informs the A/R of action taken on their case.
<b>ADH</b>	<p>1. Adult Day Health - The provision of a structured program of activities and services during the day for aging, disabled and handicapped adults who require daily nursing supervision for the purpose of achieving/maintaining their optimum level of independence, and to support family/caregivers who provide full-time care.</p> <p>2. Administrative Disqualification Hearing - A hearing initiated by the county department of social services to determine if an individual has committed an Intentional Program Violation (IPV).</p>
<b>Administrative Application</b>	An unsigned application opened by the case worker that is not to be counted in report card statistics.
<b>ADTC</b>	Alcohol and Drug Treatment Center
<b>Adult Assessment</b>	A comprehensive evaluation done with an adult and others such as family, friends, and providers to determine the individual's need for services.
<b>AE</b>	Administrative Error
<b>AFCARS</b>	Adoption and Foster Care Analysis and Reporting System - Mandated by the Administration for Children and Families (ACF) for the reporting of the State's foster care and adoption population.
<b>AFDC</b>	Aid to Families with Dependent Children
<b>AFS</b>	Adult and Family Services - This program area provides opportunities and assistance to adults and their families who are in need of support in meeting their daily living needs. These services include determining the need for protective services for adults, serving as guardian for incompetent adults, service planning and provision, and working with facilities and programs that provide services to elderly and disabled adults.
<b>AGING</b>	Division of Aging
<b>AHS</b>	<p>1. Adult Home Specialist - A social worker responsible for investigating complaints and monitoring care provided to adults in Adult Care Homes.</p> <p>2. Adult High School.</p>

<b>TERM</b>	<b>DEFINITION</b>
<b>AI</b>	Automated Interview
<b>AIMS</b>	Adoption Index Management System or Adoptions Indexing Management System
<b>Alert</b>	An audible and/or visual message intended to inform a system's users about a condition that is approaching the boundaries or is outside an acceptable value.
<b>AOC</b>	Administrative Office of the Court
<b>AP</b>	Absent Parent
<b>APA</b>	Administrative Procedures Act
<b>APC</b>	Aid Program/Category
<b>Appeal</b>	A request of a customer/client or their representative for a review of the action taken on a case.
<b>Applicant</b>	A person applying for economic benefits or services from DSS/NC DHHS.
<b>Application (App.)</b>	<p>1. A computer or software application is usually the sum total of all computer programs, data stores, automated procedures, etc. to perform a given function for a user (MS Word is a computer or software application).</p> <p>2. The registering of a request for benefits/services.</p>
<b>Approved Level of Care</b>	The level of care recommended by the patient's attending physician that meets level of care criteria and is approved by the Prior Approval Unit (FL-2/MR-2).
<b>APR</b>	Adult Program Representative - An employee of the Division of Aging and Adult Services (DAAS) who consults with county departments of social services on Adult Service Programs and Special Assistance.
<b>APS</b>	Adult Protective Services - Services provided by county departments of social services to persons over age 18 who are alleged to have been abused, neglected, or exploited.
<b>APS-R</b>	Adult Protective Services Register - Data collected from APS evaluations conducted by county departments of social services.
<b>AR</b>	Authorized Representative - An individual designated by a household to apply for, obtain, and/or use food stamp benefits on behalf of the Food Stamp Unit (FSU).
<b>Architecture</b>	The discipline of designing Information Technology solutions based on industry best practices such as scalability, adaptability, securability, availability, manageability, interoperability, and economy of scale. Architectural products include the entire complex of hardware and software required to implement a computer solution in all specified environments.
<b>ARCM</b>	At Risk Case Management

<b>TERM</b>	<b>DEFINITION</b>
<b>ARMS</b>	Aging Resources Management System - An electronic payment and client tracking system managed by the Division of Aging and Adult Services (DAAS) that provides reimbursement and payment for specific services funded by the Home and Community Care Block Grant.
<b>At or Below Poverty</b>	The total adjusted household income which is equal to or less than the Federal Poverty Guideline.
<b>Attribute</b>	A changeable property or characteristic of some component of a program that can be set to different values.
<b>AU</b>	Assistance Unit
<b>Authorized Persons</b>	Persons authorized to receive data from the Responsible Individuals List are child caring institutions, child placing agencies, group home facilities and other providers of foster care, child care, adoption services, county departments of social services, as well as the Guardian ad Litem Programs, and other private, public, or non-profit agencies that care for children. "Authorized persons" shall use information from the Responsible Individuals List solely for the purpose of determining current and prospective employability. Requests from other states will be accepted.
<b>Automatic</b>	Completed by system without worker intervention.
<b>B &amp; A</b>	Budget and Analysis
<b>BAFO</b>	Best and Final Offer
<b>Base Product</b>	A set of pre-written, pre-coded application software programs (including COTS, GOTS, and/or framework) that provide a starting point of reference for a system or solution to a set of proposed requirements or functionality, and which are commercially available.
<b>Baseline</b>	The original plan (for a project, work package, or activity), plus or minus approved changes. A work product that has been formally reviewed and agreed-upon and that can be changed only through formal change control procedures. Baselines are usually deliverables and provide the basis for future work.
<b>Batch</b>	A term describing a method of operating computers. This method takes groups of transactions, executes them, and returns the results, all without human intervention.
<b>BENDEX</b>	Beneficiary Earnings Data Exchange - Social Security Interface.
<b>Benefit Diversion</b>	Benefit Diversion is a cash payment alternative to traditional Work First Family Assistance (WFFA). It is a one-time payment of up to a maximum of three months of WFFA benefits.
<b>Best Practice</b>	Superior method or innovative practice that contributes to improved process performance, improved product quality, or improved business effectiveness.
<b>BI</b>	Business Intelligence - Broad category of applications and technologies for gathering, providing access to, and analyzing data for the purpose of helping enterprise users make better business decisions.

TERM	DEFINITION
<b>Bidder</b>	A Vendor that submits a proposal in response to an RFP.
<b>Bond</b>	Insurance obtained for a person found incompetent and for whom a disinterested public guardian is appointed.
<b>Browser</b>	A program on a computer that fetches and displays documents from the Internet.
<b>BSF</b>	Business System Function - A condition or capability that defines a business need.
<b>BU</b>	Budget Unit
<b>Budget Estimates</b>	Provided by State by February 15 or earlier to assist with county budget preparation.
<b>Business Day</b>	Monday through Friday, 8:00 a.m. to 5:00 p.m. (ET), except State holidays.
<b>Business Hour</b>	One hour during a Business Day.
<b>Business System Requirements</b>	Identified needs in work activities and work practices, usually including the introduction of new information systems and/or services, to help the organization achieve its aims and objectives.
<b>CAA</b>	Community Action Agency
<b>CACFP</b>	Child and Adult Care Food Program; see: <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P167_5389">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P167_5389</a>
<b>Calendar Month</b>	The period of time from a numbered day in one month to the same numbered day in the following month.
<b>CAP</b>	Community Alternative Program
<b>CAP POC</b>	Community Alternative Program Plan of Care
<b>Caretaker</b>	The person who voluntarily provides the most care or assumes the most responsibility for another person.
<b>CARS</b>	County Administration Reimbursement System; see <i>Daysheets and Daysheets/CARS Interface</i> .
<b>Case</b>	Information and documentation related to a client or household.
<b>CASE</b>	Computer-Aided Software Engineering - Systems that attempt to automate some or all the tasks involved in managing, designing, developing and maintaining software systems.
<b>Case Folder</b>	A folder used to contain information and documentation related to a client or household.
<b>Case Management Solution</b>	The NC FAST Case Management Solution for which the RFP is written.

<b>TERM</b>	<b>DEFINITION</b>
<b>Case Management Subproject</b>	The NC FAST Case Management Subproject; see Case Management Solution, case management system.
<b>Case Management System</b>	Generic computer software that manages information on clients within a local or state human-services department.
<b>Case Manager</b>	A county employee responsible for the provision of one or more services within the Child Welfare and/or Adult and Family Services program areas.
<b>Case Unit</b>	Clients grouped together in programs or services based on the client relationships and program rules.
<b>Case Worker</b>	A county employee responsible for receiving, processing and reviewing applications and cases for means-tested programs in county departments of social services.
<b>Categorically Needy</b>	Individuals who have countable income equal or below 100% of the Federal Poverty Level and countable resources below the SSI limits.
<b>CBT</b>	Computer-Based Training - Instructional material that is provided on a computer in lieu of classroom, practical or human taught experience. The material is usually presented in the form of a CD-ROM, or on an Intranet or the Internet.
<b>CC</b>	Child Care - This program area is a subsidized child care services program that provides for the protection, care and developmental experiences of children, birth through seventeen (17) years of age, for a portion of a day, but less than twenty-four (24) hours. Care may be provided in the child's own home, in the home of a caregiver, or in a child care facility.
<b>CCAN</b>	Child Care Action Notice
<b>CCBG</b>	Community Care Block Grant
<b>CCDBG</b>	Child Care and Development Block Grant
<b>CCDF</b>	Child Care and Development Fund
<b>CCPT</b>	Community Child Protection Team
<b>CCRR</b>	Child Care Resource and Referral
<b>CDSA</b>	Child Developmental Services Agency
<b>CD-SA (S-CD)</b>	Certain Disabled – State/County Special Assistance for Adults - An assistance payment to individuals between ages 18 and 65 who do not meet the disability standards for SSI but meet the requirements adopted for the CD program.
<b>Certified Software Integrator (SI) Vendor</b>	An SI vendor that has the knowledge, skills, and expertise with implementing and integrating a Vendor's software product.
<b>CFR</b>	Code of Federal Regulations
<b>CFRT</b>	Child Fatality Review Team

<b>TERM</b>	<b>DEFINITION</b>
<b>CFT</b>	Child and Family Team - A group of persons identified by and with the family who are committed to the child and family, and are invested in helping them change. The CFT uses a team decision-making approach to improve the agency's decision-making process.
<b>CFTF</b>	Child and Family Team Facilitator - The impartial person who facilitates/conducts the CFT meetings.
<b>Change Management</b>	A systematic approach to keeping track of the details of an outcome both from the perspective of an organization and on the project level. Change management has at least three different aspects, including: adapting to change, controlling change, and effecting change.
<b>Checkpoint</b>	A point in the development process at which project state, status, and results are checked, recorded, and measured.
<b>CIO</b>	Chief Information Officer
<b>CIP</b>	Crisis Intervention Program - A program that provides assistance to eligible low-income families who are experiencing or in danger of experiencing a heating or cooling related emergency.
<b>Clerk</b>	Clerk of Superior Court
<b>Client</b>	1. A person served by or using the benefits/services of a county DSS. 2. The client part of a client-server or 3/N Tier architecture. Typically, a client is a user interface application that runs on a personal computer or workstation and relies on a server to perform some operations.
<b>CMEP</b>	Child Medical Evaluation Program
<b>CMHEP</b>	Child Mental Health Evaluation Program
<b>CMIS</b>	Case Management Interface and Synchronization
<b>CMS</b>	Centers for Medicare and Medicaid Services
<b>CNDS</b>	Common Name Database Services
<b>CNDS Person ID</b>	A number assigned by and stored in CNDS for a person applying for benefits (currently a 9-digit number ending with an alphabetic character). Or, a number assigned by CNDS, but not stored in CNDS, for a client/customer when all required demographic information is not available to assign a true CNDS ID (currently a 9-digit number beginning with an alphabetic character).
<b>COL</b>	County Operations Liaison
<b>Compliance</b>	Either a state of being in accordance with established guidelines, specifications, or legislation or the process of becoming so.
<b>Compliance Supplements</b>	Tells auditors what to check for in Single County Audits.

TERM	DEFINITION
<b>Configurable / Configuration</b>	In software, refers to business rules and functionality that are administered independent of the application logic, allowing customers the flexibility to tailor a COTS solution to meet their unique requirements (for example, screen painting, business rules, workflow, database entity attributes) in a manner that is compatible with future releases of the base product. <b>Configuration is not customization, as that term is defined in this Glossary.</b>
<b>Configuration Management</b>	The management of functional and/or physical characteristics of hardware/software as set forth in technical documentation and achieved in a product.
<b>Consumer Contribution Policy</b>	A policy to ensure that recipients of specific services have an opportunity to contribute toward the cost of services rendered. The decision to share in the cost of service is ultimately the decision of the individual receiving services.
<b>Contract Award</b>	The effective date as stated in the Notice of Award.
<b>Contractor</b>	The Vendor to whom the Contract is awarded.
<b>CORBA</b>	Common Object Request Broker Architecture - A language-independent, distributed object model specified by the Object Management Group (OMG).
<b>Cost</b>	The expense incurred to develop or acquire a product or service. The vendor's Cost plus its profit equals the Price quoted to the State. Cost and Price are sometimes used interchangeably in this RFP. As an example, the Price charged by the Vendor will be a Cost incurred by the State. See definition of Price.
<b>COTS</b>	Commercial Off-The-Shelf product
<b>COTS with Customization</b>	Commercial Off-The-Shelf product that is modified per the request(s) of a customer. The owner (Vendor) of the COTS product modifies the base code and maintains the modifications in all future releases.
<b>Co-Vendor</b>	A Vendor working in partnership with the Prime Vendor and participating in the contract deliverables. The Prime Vendor is responsible for the actions and quality of workmanship of the Co-Vendor(s). Any dispute arising between the Prime Vendor and its Co-Vendors (Sub-Vendors) or between Sub-Vendors shall be resolved by the Prime Vendor without involvement of any kind on the part of the State of North Carolina and without impact on the delivery of the contracted goods and services.
<b>CP/CM</b>	Case Planning / Case Management - Program or service area designed to address the safety and protection of a minor found to be substantiated or in need of services
<b>CPI</b>	Continuous Period of Institutionalization
<b>CPPS</b>	Child Placement and Payment System - The information system used in North Carolina for tracking children in foster care, reimbursement of the foster care maintenance payments, as well as meeting AFCARS requirements.
<b>CPR</b>	Children's Program Representative
<b>CPS</b>	Child Protective Services

TERM	DEFINITION
<b>CR</b>	<p>1. Central Registry - The form which serves as the application for child protective services and for required reporting to DHHS of the incidence of child abuse, neglect and dependency.</p> <p>2. Change Request - A change request is declarative, i.e., it states what needs to be accomplished, but leaves out how the change should be carried out. Change requests typically originate from one of five sources: (i) problem reports that identify bugs that must be fixed, which forms the most common source, (ii) system enhancement requests from users, (iii) events in the development of other systems, (iv) changes in underlying structure and or standards (e.g. in software development this could be a new operating system), and (v) demands from senior management.</p>
<b>CRC</b>	Criminal Records Check
<b>CRCAN</b>	Central Registry Child Abuse and Neglect
<b>CRM</b>	<p>Customer Relationship Management - A broad term that covers concepts used by organizations to manage their relationships with customers, including collecting, storing and analyzing customer information.</p> <p>There are three aspects of CRM, each of which can be implemented in isolation:</p> <ol style="list-style-type: none"> <li>1. Operational CRM: The automation or support of customer processes involving sales or service representatives.</li> <li>2. Collaborative CRM: Direct communication with customers not involving sales or service representatives ("self service").</li> <li>3. Analytical CRM: The analysis of customer data for a broad range of purposes.</li> </ol>
<b>CSDW</b>	Client Services Data Warehouse
<b>CSE</b>	Child Support Enforcement
<b>CSHD</b>	Customer Support Help Desk; see Help Desk
<b>CSR</b>	Customer Service Request
<b>CUSP</b>	Community Spouse
<b>Customer</b>	A person requesting benefits/services
<b>Customization</b>	<p>1) Development of functionality within the base software requested by the State to address the specific needs of the State; or</p> <p>2) Development of functionality outside the base software requested by the State to address the specific needs of the State.</p> <p><b>A customization is not a configuration, as that term is defined in this Glossary.</b></p> <p>Customizations must be maintained to ensure compatibility with all future upgrades and releases of the base software.</p>

TERM	DEFINITION
<b>CW</b>	<p>1. Child Welfare - This program area involves the provision of services to children and families aimed at ensuring safe, permanent, nurturing families for children through improved parenting skills and intra-familial functioning. The components of these services include initial assessment, safety services, determining the need for protective services for children, service planning and provision for family reunification and support services, child placement, foster care licensure, adoption and post adoption services, adoption assistance, Independent Living Services and permanency planning.</p> <p>2. Case Worker - A DSS employee responsible for receiving, processing and reviewing applications and cases for Economic Benefits Programs.</p>
<b>CWS</b>	<p>Child Welfare Services</p> <p>See:  <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P177_7589">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P177_7589</a> </p>
<b>DA</b>	District Attorney
<b>DAAS</b>	NC Division of Aging and Adult Services - An agency responsible for planning, administering, coordinating, evaluating, and providing home- and community-based services to the aged and disabled population.
<b>Dashboard</b>	A user interface that organizes and presents information in a way that is easy to read. The name refers to the fact that it can sometimes look like the dashboard of a car. Also known as cockpit or scorecard.
<b>Data Conversion</b>	The migration of data from an existing application to a new application. May include, but is not limited to, data unloads from the legacy/existing database, data editing, data cleanup, encoded data translation type processes, data formatting into files for loading into the new database, and data loading into the new database.
<b>Data Dictionary</b>	A centralized repository of information about data (e.g., meaning, origin, usage, format, relationship to other data elements).
<b>Daysheets</b>	A time-keeping system used by social workers.
<b>Daysheets/CARS Interface</b>	Software that allows the Daysheets system and the CARS to interact; see Daysheets <i>and</i> CARS.
<b>DCD</b>	Division of Child Development - The DHHS division responsible for enforcing the regulations relating to licensed child care settings, as well as the administration of the child care subsidy grants. This agency is also responsible for the North Carolina Interagency Coordinating Council and the North Carolina Head Start Collaboration Office.
<b>DCS ID</b>	Day Care Services Identification Number
<b>DD</b>	Developmental Day Center
<b>DD Screen</b>	Disability Determination Screen
<b>DDD</b>	Detail Design Document

<b>TERM</b>	<b>DEFINITION</b>
<b>DDS</b>	Disability Determination Services
<b>DEC</b>	Developmental Evaluation Center
<b>Deliverable</b>	Any measurable, tangible, verifiable outcome, result or item that must be produced to complete a project or part of a project.
<b>DENR (previously DEHNR)</b>	Department of Health and Natural Resources
<b>Deployment</b>	The installing, setting up, testing, and running of a software application.
<b>DFS</b>	Division of Facility Services - An agency, specifically the Licensure and Certification Section, responsible for establishing and maintaining health standards for private and public institutions that provides service to Medicaid recipients.
<b>DHHS</b>	Department of Health and Human Services - The state government agency responsible for ensuring an individual's health, safety, well-being and economic independence. Used interchangeably with NC DHHS.
<b>DHHS print facility</b>	NC DHHS facility that accepts files for specific formatted bulk printing.
<b>DIRM</b>	Division of Information Resource Management
<b>Disabled Adult</b>	Any person 18 years of age or over or any lawfully emancipated minor who is physically or mentally incapacitated due to mental retardation, cerebral palsy, epilepsy or autism, organic brain damage caused by advanced conditions incurred at any age which are the result of accident, organic brain damage, mental or physical illness, or continued consumption or consumption of substances.
<b>Disabled Adult "In need of Protective Services"</b>	An individual who, due to their physical or mental incapacity, is unable to perform or obtain essential services and if that individual is without able, responsible, and willing persons to perform or obtain essential services.
<b>DMA</b>	Division of Medical Assistance - DMA interprets Federal regulations, establishes policies to ensure that Medicaid-eligible North Carolinians receive appropriate medical care, enrolls providers, and conducts quality assurance audits and reviews to ensure the integrity of program operations and provider payments. DMA also establishes reimbursement rates in accordance with the Appropriations Act, enacted by the General Assembly, and the State Medicaid Plan.
<b>DMH/DD/SAS</b>	NC Division of Mental Health/Developmental Disabilities/Substance Abuse Services - This agency administers services and programs, including CAP/MR/DD, related to mental health, developmental disabilities, and substance abuse.
<b>DOA</b>	1. Date of Application 2. Department of Administration
<b>DocStore</b>	A document management software application that is web-based and has advanced features such as multi-level security and version control.

TERM	DEFINITION
<b>Domain Module</b>	One of a group of executable system software units that interact with other units in a coordinated fashion to accomplish a larger system objective (domain). The interdependency among these modules makes it easier to understand, extend, modify, or reuse functionality within the domain.
<b>DOT</b>	Department of Transportation
<b>DPAG</b>	Disinterested Public Agent Guardians - The director, or assistant directors of a local human services agency, or an adult officer, agent, or employee of a State human service agency.
<b>DPH</b>	Division of Public Health
<b>DPI</b>	Department of Public Instruction
<b>DSB</b>	Division of Services for the Blind
<b>DSS</b>	The NC Division of Social Services; often specified with DHHS; local agencies are referred to as "county departments of social services."
<b>DV</b>	Domestic Violence
<b>E &amp; T</b>	Employment and Training
<b>EA</b>	Energy Assistance - This program area consists of two separate assistance programs funded by the Low Income Home Energy Assistance Program Block Grant: the Low Income Energy Assistance Program (LIEAP) and Crisis Intervention Program (CIP). LIEAP provides an annual payment to help eligible families pay their heating bills. CIP provides assistance to eligible low-income families who are experiencing a heating- or cooling-related crisis.
<b>EAC</b>	Executive Advisory Committee for NC FAST
<b>EAS</b>	Executive Advisory Subcommittee for NC FAST
<b>EBT</b>	Electronic Benefit Transfer - A process by which recipients receive their Food and Nutrition Services benefits.
<b>EBTIS</b>	Electronic Benefit Transfer Information System — An automatic system which receives FS benefits issuance information and sends this information to the financial institute responsible for issuing actual FS benefits.
<b>Economic Benefits</b>	A group of seven program areas — Medicaid (MA), which includes the State Children's Health Insurance Program (SCHIP); Work First (WF), North Carolina's TANF program; Food and Nutrition Services (FNS); State and County Special Assistance (SA); Energy Assistance (EA) including LIEAP and CIP; Refugee Assistance (RA); and Child Care Subsidy (CC).
<b>Economic Benefits Common</b>	A group of seven program areas — Medicaid (MA), which includes the State Health Insurance Program (SCHIP); Work First (WF), North Carolina's TANF program; Food and Nutrition Services (FNS); State and County Special Assistance (SA); Energy Assistance (EA) including LIEAP and CIP; Refugee Assistance (RA); and Child Care Subsidy (CC) — that share business functions.

<b>TERM</b>	<b>DEFINITION</b>
<b>EFT</b>	1. Electronic Funds Transfer 2. Electronic File Transfer
<b>EIS</b>	Eligibility Information System - An automatic system which contains information pertinent to an individual eligible to receive benefits under a number of public assistance programs.
<b>E-learning</b>	<p>As opposed to the computer-based training of the 1980s, the term e-learning refers to computer-enhanced training. E-learning is usually delivered via a personal computer. It includes learning delivered by other communications technologies. Methods include online lectures, tutorials, performance support systems, simulations, job aids, games, and more. Effective e-learning is often a blend of methods.</p> <p>E-learning, therefore, is an approach to facilitate and enhance learning through both computer and communications technology. Such devices can include personal computers, CD-ROMs, television, PDAs, MP3 Players, and mobile phones. Communications technology enables the use of the Internet, email, discussion forums, WIKIs, collaborative software, classroom management software and team learning systems.</p> <p>E-learning may also be used to suit distance learning through the use of WANs (Wide Area Networks), and may also be considered to be a form of flexible learning where just-in-time learning is possible. Courses can be tailored to specific needs and asynchronous learning is possible. Where learning occurs exclusively online, this is called online education.</p>
<b>Enterprise Framework</b>	A complete environment for developing and implementing a comprehensive information system. Enterprise frameworks provide pre-built applications, development tools for configuring and integrating those applications to existing ones as well as developing new applications. They may also provide a workflow component. Frameworks such as ERP and CRM are available for business functions such as order entry, inventory and payroll, while frameworks exist for specific industries such as health services and insurance. An enterprise framework implies a comprehensive solution that is flexible rather than relying only on a fixed set of options.
<b>EPICS</b>	Enterprise Program Integrity Control System
<b>EPIS</b>	Employment Programs Information System - A system that collects and maintains information on DSS Work First Family Assistance (WFFA) recipients who participate in Employment Services.
<b>ERP</b>	Enterprise Resource Planning systems (ERPs) - Integrate (or attempt to integrate) all data and processes of an organization into a unified system. A typical ERP system will use multiple components of computer software and hardware to achieve the integration. A key ingredient of most ERP systems is the use of a unified database to store data for the various system modules.
<b>ESC</b>	Employment Security Commission

<b>TERM</b>	<b>DEFINITION</b>
<b>Evaluation Team</b>	Team of NC State Agency employees as well as other project stakeholders including but not limited to, staff from local agencies; consists of both the Scoring Committee and the Selection Committee. Evaluation team responsibilities include, but are not limited to: proposal evaluations, participation in Vendor meetings and demonstrations, and review of Vendor Proposed Solutions. Additional business and technical personnel working for the State of NC or other stakeholders will provide support for these activities as requested by the Evaluation Team. Selection of finalists will be performed by NC State Agency employees based on input from the rest of the Evaluation Team.
<b>FAEPR</b>	Food Assistance and Energy Programs Representative
<b>Family Assessment</b>	Family-centered approach to assess reports of child neglect that assures the safety of the child/children.
<b>Family Workgroup</b>	A group of professionals brought together to discuss providing benefits and services to a particular family.
<b>FAT</b>	Central Registry Fatalities
<b>FCFL</b>	Foster Care Facility Licensing - A system that issues licenses and collects information related to the licensing of Foster Homes and/or facilities by the State. The system also maintains home and/or facility information that is used in the Child Placement Payment System payment process.
<b>FCH</b>	Foster Care Home
<b>FCHC</b>	Family and Children Health Choice
<b>FEMA</b>	Federal Emergency Management Agency
<b>FFP</b>	Federal Financial Participation
<b>FFY</b>	Federal Fiscal Year (October 1 through September 30)
<b>Filing Cabinet</b>	An interface between the EIS and ACTS systems. Specific processes in either system cause groups of "trigger" records to be written to the Filing Cabinet, which are subsequently picked up by the other system for processing.
<b>FL-2 (FL-2/MR-2)</b>	A long-termed services prior approval form which gives a summary of the patient's medical requirements and which reflects the attending physician's recommendation for the level of care.
<b>Flowchart</b>	A formalized graphic representation of a logical sequence, work or manufacturing process, organization chart, or similar formalized structure.
<b>FNS</b>	Food and Nutrition Services - This program is a Federal food-assistance program that helps provide food assistance to eligible low-income families. Monthly allotments of Food Stamp benefits are issued using an Electronic Benefit Transfer (EBT) card. The purpose of the Food and Nutrition Services program is to serve as a first line of defense against hunger and improve families' nutrition and health.
<b>FOB</b>	Free on Board - Freight term meaning goods will be placed in a mode of transport without any loading cost and free of any encumbrances.

<b>TERM</b>	<b>DEFINITION</b>
<b>Forensic Assessment</b>	An investigative approach to respond to reports of child abuse/neglect/dependency used to determine if a child is abused/neglected/dependent that may involve law enforcement for criminal consideration.
<b>Framework</b>	A defined support structure in which another software project can be organized and developed. A framework may include support programs, code libraries, a scripting language or other software to help develop and glue together the different components of a software project.
<b>FRS</b>	Function Response Spreadsheet - A Microsoft Excel workbook consisting of 12 response sheets for the Vendor to relate the capability of the proposed solution to the BSFs in a formal and structured manner.
<b>FRST</b>	First Stop
<b>FS</b>	Food Stamp - This NC program was renamed. See FNS.
<b>FSA</b>	1. Family Support Act 2. Food Stamp Act
<b>FSIS</b>	Food Stamp Information System - A system that supports the entry, retrieval, update, and maintenance of data required to produce Food and Nutrition Services benefits and Federal, State, and county reports.
<b>FSN</b>	Family Strengths and Needs assessment - A tool used to assess a child welfare services family.
<b>FSR</b>	Food Stamp Representative
<b>FSU</b>	Food Stamp Unit
<b>Functional Specification</b>	A description of a system from a working point of view. It differs from a precise technical specification which includes each piece of equipment precisely spelled out. A system can often work the same using different hardware and software configurations. By functionally describing a system, a user allows the developers to solve the problem in the most creative, cost-effective way. The document answers the question "what do we want?" not "how do we do it?" Input to the creation of functional specifications is business requirements. Can also be called Functional Business Requirements.
<b>GA</b>	General Assistance
<b>GAL</b>	Guardian ad Litem - The trained community volunteer appointed by the court to independently investigate and make recommendations to the court that are in the best interests of a child who has been petitioned into the court by the county departments of social services as abused/neglected; or the attorney advocate appointed by the court to perform the same functions for alleged or adjudicated incompetent adult.
<b>GED</b>	General Equivalency Diploma
<b>General Guardian</b>	Appointed by the Clerk of Court for the purpose of managing an adjudicated incompetent individual's estate and the person.

TERM	DEFINITION
<b>Global</b>	A program line that includes functions needed by at least one Economic Benefits program area and at least one Services program area.
<b>Glossaries</b>	<p>List of online glossaries for additional terms:</p> <p>Child Support Enforcement:  <a href="http://www.dhhs.state.nc.us/dss/cse/glossary.htm">http://www.dhhs.state.nc.us/dss/cse/glossary.htm</a></p> <p>Child Care Subsidy Services Acronyms and Definitions:  <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/P214_15303">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/P214_15303</a></p> <p>Resources in Child Care:  <a href="http://ncchildcaresearch.dhhs.state.nc.us/glossary.asp#FACILITY">http://ncchildcaresearch.dhhs.state.nc.us/glossary.asp#FACILITY</a></p> <p>IT Procurement Services, Glossary and IT Function Definitions:  <a href="http://dirm.state.nc.us/itpro/Glossary_and_IT_Function_Definitions.htm">http://dirm.state.nc.us/itpro/Glossary_and_IT_Function_Definitions.htm</a></p> <p>NC Division of Aging and Adult Services:  <a href="http://ssw.unc.edu/cares/planningbasics/AppendixA&amp;B.pdf">http://ssw.unc.edu/cares/planningbasics/AppendixA&amp;B.pdf</a></p> <p>HIPAA Glossaries &amp; Acronym Lists:  <a href="http://hipaa.dhhs.state.nc.us/hipaa2002/education/education.html#glo">http://hipaa.dhhs.state.nc.us/hipaa2002/education/education.html#glo</a></p> <p>FSIS:  <a href="http://info.dhhs.state.nc.us/olm/manuals/dss/ei-35/man/FSISs1300.htm#P15_256">http://info.dhhs.state.nc.us/olm/manuals/dss/ei-35/man/FSISs1300.htm#P15_256</a></p>
<b>Goods</b>	Includes intangibles such as computer software; provided, however that this definition does not modify the definition of "goods" in the context of North Carolina General Statute NCGS. §25-2-105 (UCC definition of goods).
<b>GOTS</b>	Government Off-The-Shelf system - GOTS refers to customized systems used primarily by government agencies.
<b>Government Transfer System</b>	Software developed by a state or federal government that is transferred to another government for implementation.
<b>GS</b>	General Statute(s)
<b>Guardian</b>	A person appointed by the court to be the legal decision-maker for a minor/incompetent adult.
<b>Guardian ad Litem</b>	The person appointed by the court to look out for the best interests of the child during the course of legal proceedings.
<b>Guardian ad Litem Attorney Advocate</b>	The attorney who protects the legal rights and represents the best interests in legal proceedings of a child alleged to be abused/neglected or an adult alleged and/or adjudicated incompetent.
<b>Guardian ad Litem for Adult</b>	The attorney who protects the legal rights and represents the best interests in legal proceedings of an adult who is alleged to lack sufficient capacity to manage their own affairs or to make or communicate important decisions concerning their person, family, or property.
<b>Guardian of the Estate</b>	Appointed by the Clerk of Court solely for the purpose of managing the property, estate and business affairs of a ward.
<b>Guardian of the Person</b>	Appointed by the Clerk of Court solely for the purpose of performing duties related to the care, custody and control of a ward.

<b>TERM</b>	<b>DEFINITION</b>
<b>GUI</b>	Graphical User Interface - A graphical (rather than purely textual) user interface to a computer. Elements of a GUI include such things as: windows, pull-down menus, buttons, scroll bars, iconic images, wizards, and the mouse.
<b>HAPP Council</b>	Human Services Automation Policy and Planning Council
<b>Hardware</b>	Physical equipment used to process, store, or transmit computer program data.
<b>HC</b>	Health Choice
<b>HCCBG</b>	Home and Community Care Block Grant - A funding source for in-home and community-based services intended to develop and enhance comprehensive and coordinated community-based systems of services, opportunities and protections for older adults.
<b>Hearing</b>	A review requested by a customer/client to establish whether an adverse action taken by the DSS was correct.
<b>Help Desk</b>	<p>A call center that provides assistance to users when they encounter a problem with an application or have questions regarding an application. The call center documents and monitors all application calls until a final resolution is provided. Call center support is categorized into three tiers according to the level of technical expertise required to resolve an issue/problem/question.</p> <p>Tier 1 — Performed by the NC DHHS customer support help desk to provide basic user support.</p> <p>Tier 2 — Performed by State staff to provide advanced application support for technical problems that cannot be resolved by Tier 1.</p> <p>Tier 3 — Performed by the Vendor to provide support for problems that cannot be resolved by Tier 2.</p>
<b>HIPAA</b>	Health Insurance Portability and Accountability Act - A set of rules to be followed by health plans, doctors, hospitals and other health care providers.
<b>Holding Tank</b>	A location where pending participants' demographic and address data for applications are stored. ACTS users can access the holding tank while building cases online in ACTS prior to being approved/denied/withdrawn in EIS.
<b>Household Income</b>	The total income of all household members as defined by each program's policy.
<b>HRD</b>	Human Resource Development
<b>HSF</b>	State Foster Home Fund
<b>HTML</b>	Hypertext Markup Language - Authoring language used to create documents on the World Wide Web.
<b>HTTP</b>	The Hypertext Transfer Protocol is the set of rules for exchanging files (text, graphic images, sound, video, and other multimedia files) on the World Wide Web.
<b>HUD</b>	Housing and Urban Development
<b>Human Factors</b>	The study of how humans behave physically and psychologically in relation to particular environments, products, or services.

<b>TERM</b>	<b>DEFINITION</b>
<b>I &amp; R</b>	Information and Referral
<b>IAMS</b>	Identity and Access Management Services
<b>IAS</b>	IV-E Adoption Subsidy and Foster Care
<b>ICCA</b>	Individual Child Care Arrangement
<b>ICF</b>	Intermediate Care Facility - A long-term care facility that provides eight hours per day of nursing supervision by either a RN or LPN.
<b>ICPC</b>	Interstate Compact on Placement of Children
<b>IEEE</b>	Institute of Electrical and Electronics Engineers
<b>IEP</b>	Individualized Education Program
<b>IEVS</b>	Income and Eligibility Verification System
<b>IFB</b>	Invitation For Bid
<b>IFSP</b>	Individualized Family Service Plan
<b>IHAS</b>	In-Home Aide Service - Services that assist adults, children, and their families to attain and maintain self-sufficiency and improved quality of life while living at home.
<b>IHE</b>	Inadvertent Household Error
<b>Implementation</b>	The carrying out or physical realization of a goal or project.
<b>Implementation Phase</b>	A subset of requested functionality planned to be put into production use. Typically, the rollout of a large and/or complex computer application is put into service over the course of multiple implementation phases, with each subsequent implementation phase building on functionality that is already in production use. See SDLC.
<b>Income unit</b>	Persons who reside in the same household and who, according to North Carolina law, are responsible for the financial support of the child whose eligibility for child care services is being determined.
<b>Incompetent Adult</b>	An adult or emancipated minor who lacks sufficient capacity to manage their affairs or to make or communicate important decisions concerning their person, family, or property.
<b>Information Library</b>	The Information Library is a secure Web site containing additional background information related to NC FAST that will not become part of the awarded contract.
<b>Initial draft</b>	The first version of a document delivered by the Vendor. It implies the document will be updated and refined in later PPM phases.
<b>Intake</b>	An initial report/interview.

<b>TERM</b>	<b>DEFINITION</b>
<b>Integration</b>	When all software components observe the same standard or set of standard protocols or they share a mediating capability, such the Object Request Broker (ORB) in the Common Object Request Broker Architecture (CORBA).
<b>Interface</b>	The connection and interaction between hardware, software and the user. An interface is the process of connecting an information structure such as a database (back-end) to a visual template or interface (front-end).  External Interface – The point where the software system interacts with other software systems, products, or people.
<b>Interim Guardian</b>	A guardian appointed prior to adjudication of incompetence and for a temporary period, for a person who requires immediate intervention to address conditions that constitute imminent or foreseeable risk of harm to the person's physical well-being or to the person's estate.
<b>Interview</b>	The process of completing the interactive interview with the client face-to-face, over the phone or from forms received in the mail.
<b>IOSM</b>	Infrastructure Operations and Support Management
<b>IPS</b>	Interactive Purchasing System
<b>IPV</b>	Intentional Program Violation
<b>IRMC</b>	Information Resource Management Commission - This commission ensures the proper and efficient administration of all Information Technology projects in the State. The IRMC can also refer to ITS or any State-level organization with oversight authority for IT.
<b>ISP</b>	Institutionalized Spouse
<b>IT</b>	Information Technology
<b>Iterative / Incremental System Development Life Cycle</b>	The act of developing an application in small increments and iteratively repeating that process until the application is complete. Each iteration calls for requirement definition/refinement, use case document completion (or a mini-functional specification), technical design, programming, testing and user acceptance testing. Iterations are short, typically running six-eight weeks. Each iteration builds on the prior iteration, thereby incrementally building the application. This methodology is used for medium to large projects (greater than six months in duration), mitigates risk, and keeps the user or business community active in the process from beginning to end.
<b>ITS</b>	North Carolina Office of Information Technology Services
<b>IV&amp;V</b>	Independent Verification and Validation
<b>IV-A</b>	Title IV-A of the Social Security Act - The federal law that provides for the TANF program.
<b>IV-D</b>	Title IV-D of the Social Security Act - The federal law that provides for the Child Support Enforcement program.

<b>TERM</b>	<b>DEFINITION</b>
<b>IV-E</b>	Title IV-E of the Social Security Act - The federal law that provides partial funding for NC Foster Care cases and the Work First Family Assistance Foster Care and Adoption Assistance program.
<b>JAD</b>	Joint Application Development - A process that accelerates the design of information technology solutions. JAD uses customer and/or involvement and group dynamics to accurately depict the user's view of the business need and to jointly develop a solution by defining quality business requirements.
<b>JAD Sessions</b>	Well planned, facilitated meetings that take place using JAD procedures to elicit quality requirements from the business community.
<b>JTPA</b>	Job Training Partnership Act
<b>LBL</b>	Local Business Liaison - Fiscal Support
<b>LBR</b>	Leading By Results
<b>LEA</b>	Local Education Agency
<b>Legacy System</b>	A production system maintained or sponsored by NC DHHS or a county department of social services office that existed on the date of issuance for the NC FAST Case Management Solution RFP. A legacy system may be impacted by the proposed Case Management System vendor solution through integration, data interface or replacement.
<b>LGC</b>	Local Government Commission
<b>LIEAP</b>	Low Income Energy Assistance Program – A system that supports the entry, retrieval, update, and maintenance of data required to produce energy checks and State and county reports.
<b>LIHEAP</b>	Low Income Home Energy Assistance Program - A federal block grant program administered by the states, LIHEAP helps very low-income households pay their home heating and cooling bills. States use LIHEAP funds to provide cash grants, help weatherize low-income homes and cover administrative costs. This block grant program funds the LIEAP and CIP programs.
<b>LINKS</b>	An IV-E program designed to help adolescents ages 13 through 20 who are in foster care be connected with resources to help them be self-sufficient.
<b>LIS</b>	Low Income Subsidy
<b>LPA</b>	Local Purchasing Agency
<b>LTC</b>	Long Term Care See: <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P214_15303">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P214_15303</a>

<b>TERM</b>	<b>DEFINITION</b>
<b>MA</b>	Medicaid Assistance – The program area administered by county departments of social services. The Division of Medical Assistance (DMA) supervises this program. This program provides health insurance for individuals with income below amounts set by Federal and State governments, and includes North Carolina Health Choice for Children (NC's SCHIP program). Its purpose is to assist eligible aged, disabled, blind individuals, pregnant women, families and/or children with the cost of medical care.
<b>Maximus</b>	Software company that developed software that counties use to claim reimbursement.
<b>MDE</b>	Multi-Disciplinary Evaluation - A social work, medical and psychological assessment requested by the Clerk of Court to determine issues of competency and guardianship.
<b>ME</b>	Management Evaluation
<b>Medically Needy</b>	Individuals with income and/or resources that exceed the categorically needy levels are classified as Medically Needy. When the income exceeds 100% of the Federal Poverty Level, the individual must meet a deductible before being eligible for Medicaid.
<b>MIC_NCHC</b>	Medicaid for Infants and Children, North Carolina Health Choice
<b>Milestone</b>	A clearly defined point in a project that summarizes the completion of a related set of tasks. A scheduled event that is used to measure progress. A significant event in a project, usually completion of a major deliverable or logical set of deliverables.
<b>MMIS</b>	Medicaid Management Information System
<b>MOE</b>	Maintenance of Effort
<b>Monitoring Vendor</b>	A Vendor who will be responsible for monitoring and tracking progress on and quality of deliverables expected from the Prime Vendor.
<b>MOU</b>	Memorandum of Understanding See: <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P220_16010">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P220_16010</a>
<b>MPR</b>	Medicaid Program Representative
<b>MR-2 (FL-2/MR-2)</b>	A form used to document mental health conditions by the attending physician for determining an individual's appropriate mental health services level of care.
<b>MRA</b>	Mutual Responsibility Agreement See: <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P222_16302">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P222_16302</a>
<b>MRS</b>	Multiple Response System - A set of seven strategies designed to reform the child welfare system.

<b>TERM</b>	<b>DEFINITION</b>
<b>N/S</b>	Not Scored - Abbreviation used in Vendor scoring sheets for NC FAST.
<b>NC DHHS</b>	North Carolina Department of Health and Human Services; see DHHS
<b>NC DSS</b>	North Carolina State Division of Social Services; see DSS
<b>NC FAST</b>	North Carolina Families Accessing Services through Technology
<b>NCAC</b>	North Carolina Administrative Code
<b>NCACDSS</b>	North Carolina Association of County Directors of Social Services
<b>NCANDS</b>	National Child Abuse and Neglect Data System
<b>NCAS</b>	North Carolina Accounting System Interfaces
<b>NCDA</b>	North Carolina Department of Agriculture
<b>NCGS</b>	North Carolina General Statutes
<b>NCHC</b>	North Carolina Health Choice for Children (NC Health Choice or NCHC), the NC State Children's Health Insurance Program (SCHIP).
<b>NCID</b>	North Carolina Identity Service - Standard identity management and access service provided to state, local, business and citizen users by the Office of Information Technology Services.
<b>NCMED</b>	North Carolina Medicaid - A program to assist eligible aged, disabled, blind individuals, pregnant women, families and/or children with the cost of medical care under Title XIX of the Social Security Act.
<b>NCP</b>	Non-Custodial Parent
<b>NCPC</b>	North Carolina Partnership for Children
<b>NCSTA</b>	North Carolina Statewide Technical Architecture; see STA
<b>NC-XPTR</b>	North Carolina Exporter - Report Management System
<b>NEWHR</b>	New Hire
<b>Niku</b>	A software application used to account for an individual's project time.
<b>NOE</b>	Notice of Expiration
<b>Novell print services</b>	Network printing provided by Novell.
<b>NT print services</b>	Network printing provided by Windows.
<b>N-tier Architecture</b>	Describes a method for dividing an application into a series of distinct layers to provide for ease of maintenance and flexibility.
<b>NU</b>	Needs Unit
<b>Nursing Facility</b>	A licensed Skilled Nursing Facility (SNF) or Intermediate Care Facility (ICF).

<b>TERM</b>	<b>DEFINITION</b>
<b>OASDI</b>	Old Age Survivors and Disability Insurance - A Social Security Insurance Program into which participants make payroll contributions based on earnings. Benefits are paid to insured workers and eligible family members when they retire or become disabled and to the survivors of deceased workers.
<b>Offerer</b>	See Vendor
<b>OJT</b>	On-the-Job Training
<b>OLTP</b>	Online Transaction Processing
<b>OLV</b>	Online Verification - The first module from NC FAST to be implemented; provides an easy-to-use interface for verifying client/applicant information for use by case workers in the Work First, Medicaid, North Carolina Health Choice for Children, Food and Nutrition Services, Child Care, and Child Support Enforcement programs.
<b>OMG</b>	Object Management Group
<b>Ongoing</b>	1. An open case unit with an eligibility period extending into a future month. 2. An application for benefits/services where the client has requested assistance beginning with the application month going forward.
<b>OPCS</b>	Office of Procurement and Contracting Services for NC DHHS
<b>ORB</b>	Object Request Broker
<b>OSBM</b>	Office of State Budget and Management
<b>OSHA</b>	Occupational Safety and Health Act
<b>P&amp;C</b>	Office of Procurement and Contracting Services for NC DHHS
<b>PA</b>	Public Assistance
<b>PAC</b>	Budget Software Part IV, 1571 Reporting
<b>PAN</b>	Personal Account Number
<b>PASSAR</b>	Pre-admission Screening and Annual Resident Review - A process to assure that persons with serious mental illness, mental retardation, and/or conditions related to mental retardation receive appropriate placement and services.
<b>Payee</b>	A person or agency responsible for managing funds for an individual.
<b>PCHP</b>	Piedmont Cardinal Health Plan
<b>PCR</b>	Program Compliance Representative - A state employee or employees who monitor program compliance.
<b>PCS</b>	Personal Care Services
<b>PDF</b>	Portable Document Format - An electronic document that must be read with the Adobe Acrobat computer program; the Reader is free ( <a href="http://www.adobe.com/">http://www.adobe.com/</a> ).

TERM	DEFINITION
<b>Performance Requirement</b>	A user-oriented quality requirement that specifies a required amount of performance, which is an attribute, characteristic, or property of a work product or process. Performance requirements define the outcomes, or results, that lead to the satisfaction of the objective(s).
<b>Performance Standard</b>	<p>A characteristic of a "performance requirement" (service or product) that indicates the quality of the outcome achieved and can be measured. Each performance requirement should have a performance standard. For some services, more than one performance standard may be appropriate if they each individually measure a unique facet of the quality of service being delivered. Conversely, in some cases, one performance standard may apply to several services in an aggregate or composite manner.</p> <p>Performance standards define the measures of success in delivery of the performance requirement. Normally they are expressed in terms of a metric that measures the service and in terms of a period of time over which the metric is measured and evaluated and will always fall into one of four (4) categories:</p> <ul style="list-style-type: none"> <li>• Functionality or content of the solution</li> <li>• Quality</li> <li>• Timeliness</li> <li>• Cost</li> </ul>
<b>Personal Written Notice</b>	Delivery in person of the case decision to the responsible individuals by the social worker.
<b>PET</b>	Part II of 1571 reporting.
<b>Phase</b>	A collection of logically related project activities, usually culminating in the completion of a milestone or deliverable.
<b>PIL</b>	Poverty Income Level
<b>Pilot</b>	A preliminary release of a software application made available to a limited number of users for a set duration of time to ensure the application functions as required.
<b>PIN</b>	Personal Identification Number - A unique number identifying a person; used for authorization purposes.
<b>PIU</b>	<p>Program Integrity Unit</p> <p>See:  <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P234_18194">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P234_18194</a> </p>
<b>PLA</b>	Private Living Arrangement
<b>PMBOK</b>	Project Management Body of Knowledge from PMI
<b>PMI</b>	Project Management Institute

TERM	DEFINITION
<b>PPM</b>	Project Portfolio Management - Standard Development Methodology (SDM) approved by the State's Information Technology Services Division; see: <a href="http://www.scio.state.nc.us/documents/docs_PortfolioManagmentInitiative/NC_PPM_Workflow.pdf">http://www.scio.state.nc.us/documents/docs_PortfolioManagmentInitiative/NC_PPM_Workflow.pdf</a> for the latest PPM workflow.
<b>PQA</b>	Foster Care and Adoption Assistance Reports or a billing code for Child Placement and Payment System.
<b>Price</b>	The value given to acquire a product or service. The Price for a product or service is composed of the Vendor's Cost plus profit. Cost and Price are sometimes used interchangeably in this RFP. As an example, the Price charged by the Vendor will be a Cost incurred by the State. See definition of Cost.
<b>Prime Vendor</b>	In a multi-Vendor contract, the Prime Vendor is the company that assumes complete responsibility for overall performance of a contract. The Prime Vendor roles and responsibilities include, but are not limited to, single point accountability and responsibility for all contract activities regardless of which Vendor on the contract performs those activities. The Prime Vendor is also responsible for presenting one invoice to the State that is inclusive of all Vendor deliverables. The State makes payments to the Prime Vendor only. The respondent to an RFP will be considered the Prime Vendor and will assume total responsibility for meeting all terms and conditions of the contract including standards of service, quality of materials and workmanship, and costs and schedules.
<b>Procurement Library</b>	An open Web site containing information that is part of this RFP and will become part of the awarded contract.
<b>Product Upgrade</b>	An upgrade to the base product conceived, planned, and implemented by the Vendor as a product improvement available to all users, and not to accommodate the needs of any one particular user. <b>A product upgrade is not a customization or a configuration, as those terms are defined in this Glossary.</b>
<b>Program Area</b>	A group of related business functions. There are 9 program areas defined for NC FAST: Child Welfare (CW), Adult and Family Services (AFS), referred to as Services Common; and Medicaid (MA), Work First (WF), Food and Nutrition Services (FNS), State and County Special Assistance (SA), Energy Assistance (EA), Refugee Assistance (RA), and Child Care Subsidy (CC), referred to as Economic Benefits.
<b>Project Management</b>	The application of knowledge, skills, tools, and techniques to project activities including project planning, tracking, and oversight to ensure project and contractual requirements are met.
<b>Project Plan</b>	As defined in the PPM, a formal, approved document that describes the technical and management approach to be followed for a project, and which is used to guide both project execution and project control.
<b>Project Work Plan</b>	A detailed schedule of task start and finish dates, resources, and cost or price information, deliverables and major milestones used to monitor project progress

TERM	DEFINITION
<b>Prompt</b>	<p>Term used to describe an audible and/or visual message or symbol which is displayed and indicates the system is ready to receive input from the user. It may provide information directly related to the work that is being performed such as validation of required fields or instructional reference to policy.</p> <p>Example of "Prompt" use in writing a Use Case:</p> <p>SUD displays an error message stating "&lt;specific action/request&gt; cannot be completed because of &lt;describe specific resolution and provide in an itemized format if multiple resolutions are needed&gt;"</p>
<b>Protective Services</b>	Services provided by the State or other government or private organization or individuals which are necessary to protect a disabled adult and/or child from abuse, neglect, and/or exploitation.
<b>PRWORA</b>	Personal Responsibility and Work Opportunity Reconciliation Act
<b>PWC</b>	Price Waterhouse Cooper
<b>QR</b>	<ol style="list-style-type: none"> <li>1. Quarterly Report</li> <li>2. Quarterly Review</li> </ol>
<b>QSAP</b>	Qualified Substance Abuse Professional
<b>Quality Assurance (QA)</b>	A review activity that provides project managers with objective information on the process being used by the project team and the deliverables being produced.
<b>Quality Control (QC)</b>	A procedure or set of procedures intended to ensure that a manufactured product or performed service adheres to a defined set of quality criteria or meets the requirements of the client or customer. Quality Control is similar but not identical to Quality Assurance (QA).
<b>QuIC</b>	Budget Software used by Counties to Cost Allocation Monthly 1571 Costs.
<b>RA</b>	<ol style="list-style-type: none"> <li>1. Refugee Assistance - This program area involves two programs: Refugee Cash Assistance and Refugee Medical Assistance. Refugees can receive assistance for eight months after entering the United States. Eligibility criteria parallel the State's Work First and Medicaid requirements. Refugees are defined as a special group of immigrants who enter the United States legally pursuant to Section 207 of the Immigration and Naturalization Act.</li> <li>2. Remittance Advice.</li> <li>3. Risk Assessment - A tool that assesses the level of risk to the child's safety and well being at required points throughout the life of the case.</li> </ol>
<b>RAD</b>	Rapid Application Development - A software programming technique that allows quick development of software applications. Some RAD implementations include visual tools for development, and others generate software frameworks through tools known as "wizards."
<b>RAI</b>	Resident Assessment Instrument - A tool used for evaluating individuals' eligibility for Special Assistance In-Home benefits.
<b>Rate</b>	A fixed charge per unit of quantity.

<b>TERM</b>	<b>DEFINITION</b>
<b>Rational Requisite Pro</b>	A computer program for managing requirements and Vendor responses.
<b>Reasonable, Necessary or Proper</b>	As used herein, shall be interpreted solely by the State of North Carolina.
<b>Reassessment</b>	A review of information related to situation and functioning of a DSS client.
<b>Recipient</b>	A person receiving economic benefits or services (see Client and/or A/R).
<b>Recommended Contribution Schedule</b>	A sliding scale chart for use by local providers to assist service recipients in determining a "fair share" amount to voluntarily contribute based on their self-declared statement.
<b>Re-determination</b>	The regularly required review(s) of eligibility for benefits/services.
<b>Reporter</b>	A person(s) who makes a written or oral report to DSS due to having reasonable cause to believe that a disabled adult and/or child(ren) is in need of protective services.
<b>Repository</b>	A database and/or software for storing and managing functions, requirements, Vendor responses and scoring results.
<b>Representative</b>	A person applying on behalf of another individual.
<b>Requirements</b>	Needs that are related to the organization's goals and business opportunities. Requirements are defined by the business team and are usually prioritized.
<b>Respondent</b>	A person who is alleged to be incompetent in an Incompetency and Guardianship court proceeding.
<b>Responsible Person</b>	An individual identified by the director as the person who is responsible for rendering a juvenile abused or seriously neglected.
<b>RFI</b>	Request for Information
<b>RFP</b>	Request for Proposal
<b>Risk Assessment</b>	A tool used to assess the level of risk to the child's safety and well being at required points throughout the life of the case.
<b>ROI</b>	Return on Investment
<b>RSDI</b>	Retirement, Survivors, Disability Insurance - A program administered under Title II of the Social Security Act through the Social Security Administration, which pays benefits to persons who have contributed enough quarters to the Social Security System, or who are the dependents of one who has contributed to the system, when they are aged or retired, are a surviving spouse or dependent child, or are disabled.
<b>RW</b>	Reimbursement Worker

TERM	DEFINITION
<b>SA</b>	Special Assistance - This program area is a State/County-supplemented program that pays cash benefits to eligible recipients who reside in certain licensed Adult Care Home facilities. The SA In-Home program is an option for Medicaid recipients to receive a cash benefit to enable them to remain at home instead of placement in a facility.
<b>SA/IH or SA In-Home</b>	Special Assistance In-Home Program - An alternative to placement in an Adult Care Home for eligible individuals who could live at home safely with additional support services.
<b>SAA</b>	Special Assistance for the Aged - A State/County assistance payment to individuals from 65 and over residing in a licensed adult care home that meet the eligibility requirements.
<b>SAB</b>	Special Assistance for the Blind
<b>SACWIS</b>	Statewide Automated Child Welfare Information System - A comprehensive automated case management tool that supports social workers' foster care and adoptions assistance case management practice.
<b>SAD</b>	Special Assistance for the Disabled - A State/County assistance payment to individuals from ages 18 through 64 who meet the eligibility requirements.
<b>SB991 (codified as § 147-33.72 and following)</b>	Senate Bill 991 - An act to improve state government information technology planning, adopt standards, make project development more efficient, reduce cost overruns, provide assistance to state agencies and increase accountability. See: <a href="http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByArticle/Chapter_147/Article_3D.html">http://www.ncga.state.nc.us/EnactedLegislation/Statutes/HTML/ByArticle/Chapter_147/Article_3D.html</a>
<b>SBI</b>	State Bureau of Investigation
<b>SC/SA</b>	State/County Special Assistance for Adults - A program of financial and medical assistance for aged and disabled individuals with special needs, such as adult care home placement.
<b>SCC</b>	Subsidized Child Care See: <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P254_22305">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P254_22305</a>
<b>SCCR</b>	Subsidized Child Care Reimbursement system
<b>Schedule</b>	The planned dates for performing activities and the planned dates for meeting milestones.
<b>SCHIP</b>	State Children's Health Insurance Program; North Carolina's SCHIP program is called North Carolina Health Choice for Children (NC Health Choice or NCHC).
<b>SCIO</b>	State Chief Information Officer
<b>Scope Creep</b>	When the scope of a system is defined and functionality is requested by the user community that is outside the approved requirements for the system.

<b>TERM</b>	<b>DEFINITION</b>
<b>Scope Statement</b>	A document that defines the expected work and results for this project; must be submitted and approved before the project begins. Project scope must be monitored as the project proceeds to ensure that any and all changes are properly managed.
<b>Scoring Committee</b>	Scoring Committee members may be State employees, contractors, or staff of a B356DHHS local government agency, the DIRM Project Office, the DIRM Contracts Office, and any other resources deemed beneficial to the evaluation of proposals. Scoring Committee members support the Selection Committee by providing expertise and input into the selection process.
<b>Screening</b>	Gathering demographic and economic information of potential service recipients to determine the need for service; if the individual meets the criteria for priority of service and target population; if the individual is currently receiving any other services; the need for new or additional service(s) and to determine if referral for services outside the agency is appropriate.
<b>SDD</b>	System(s) Design Document
<b>SDI</b>	Service Delivery Interface - NC FAST application designed to eliminate redundant data entry by workers in counties that have invested in case management systems already. The SDI system will link the county case management system with the legacy system and return results to the worker without the worker having to access the legacy system.
<b>SDLC</b>	System/Software Development Life Cycle - The process of developing information systems through investigation, analysis, design, implementation and maintenance. SDLC is also known as information systems development or application development. SDLC shall meet the IEEE Standard 1074 or any equivalent or better industry-wide accepted SDLC standard.
<b>SDM</b>	Standard Development Methodology; see SDLC
<b>SDX</b>	State Data Exchange System. Social Security Interface
<b>Section 508</b>	In 1998, Congress amended the Rehabilitation Act to require Federal agencies to make their electronic and information technology accessible to people with disabilities. Inaccessible technology interferes with an individual's ability to obtain and use information quickly and easily. Section 508 was enacted to eliminate barriers in information technology, to make available new opportunities for people with disabilities, and to encourage development of technologies that will help achieve these goals. The law applies to all Federal agencies when they develop, procure, maintain, or use electronic and information technology. Under Section 508 (29 U.S.C. 794d), agencies shall give disabled employees and members of the public access to information that is comparable to the access available to others. Section 508 requires the Architectural and Transportation Barriers Compliance Board (Access Board) to publish standards setting forth a definition of electronic and IT and the technical and functional performance criteria necessary for accessibility for such technology.

TERM	DEFINITION
<b>Security</b>	<p>See the glossary of security terms at: <a href="http://www.scio.state.nc.us/documents/docs_Active/Security%20Policies/1%20Glossary%20of%20Security%20Terms.doc">http://www.scio.state.nc.us/documents/docs_Active/Security%20Policies/1%20Glossary%20of%20Security%20Terms.doc</a></p> <p>Security includes:</p> <ul style="list-style-type: none"> <li>• Information Security - The protection of information systems against unauthorized access to or modification of information, whether in storage, processing or transit, and against the denial of service to authorized users or the provision of service to unauthorized users, including those measures necessary to detect, document and counter such threats.</li> <li>• Computer Security - Computer security is the effort to create a secure computing platform, designed so that agents (users or programs) cannot perform actions that they are not allowed to perform, but can perform the actions that they are allowed to. This involves specifying and implementing a security policy. The actions in question can be reduced to operations of access, modification and deletion. Computer security can be seen as a subfield of security engineering, which looks at broader security issues in addition to computer security.</li> </ul>
<b>Selection Committee</b>	Members are composed of State employees only, and have voting privileges and can award points toward a Vendor's points.
<b>Serious Neglect</b>	Conduct, behavior, or inaction that evidences a serious disregard of consequences of such magnitude as to constitute an unequivocal danger to a child's health, welfare, or safety.
<b>Service Provider</b>	Any program, agency or entity that offers specific services to the citizens of a particular geographic area. A Service Provider can be a public, non-profit, or for profit entity.
<b>Services</b>	A group of two program areas — Child Welfare (CW) and Adult and Family Services (AFS).
<b>Services Common</b>	A group of two program areas — Child Welfare (CW) and Adult and Family Services (AFS) — that share business functions.
<b>Set Aside</b>	County's subsidy allocation that is designated as set aside for the care of children with special needs.
<b>SFHF</b>	State Foster Home Fund
<b>SFY</b>	State Fiscal Year (July 1 through June 30)
<b>SI</b>	Software Integration
<b>SI Vendor</b>	Software Integration Vendor
<b>Single Audit</b>	Counties contract with CPA for annual audit of all financial activities.
<b>SIS</b>	Services Information System
<b>SIT</b>	Systems Integration Testing
<b>Skilled Nursing Facility</b>	A long-term care facility which provides twenty-four hour skilled nursing care with a RN or LPN on duty at all times.

<b>TERM</b>	<b>DEFINITION</b>
<b>SLA</b>	Service Level Agreement(s) – A formal, written agreement(s) between two or more parties for any product or service which identifies the performance standards for that product or service.
<b>SME</b>	Subject Matter Expert(s) - Individual(s) from the business community who are experts at a given portion of the business. The SME is the main focus of a JAD (Joint Application Development) session to elicit requirements when building or purchasing computer applications.
<b>SNAP</b>	Simplified Nutritional Assistance Program
<b>SNF</b>	Skilled Nursing Facility - A place where skilled health care is given (skilled nursing or rehabilitation staff to manage, observe, and evaluate patient care); could be part of a nursing facility or hospital.
<b>SOA</b>	Service-Oriented Architecture - Software architecture that defines the use of loosely coupled software services to support the requirements of the business processes and software users. In an SOA environment, resources on a network are made available as independent services that can be accessed without knowledge of their underlying platform implementation.
<b>SOLQ</b>	State Online Query – Real-time Social Security Interface.
<b>SOW</b>	Statement of Work
<b>SQAP</b>	Software Quality Assurance Plan - For the purposes of this RFP, the SQAP shall adhere to the State approved PPM standard.
<b>SS</b>	Smart Start See: <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P247_20935">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P247_20935</a>
<b>SSA</b>	Social Security Administration
<b>SSBG</b>	Social Services Block Grant - A Federal funding source administered by NC DHHS to meet the unique needs of the most vulnerable populations, primarily low- and moderate-income children, elderly and disabled individuals.
<b>SSI</b>	Supplemental Security Income - A Federal assistance program administered by the Social Security Administration for aged, blind, and disabled persons under Title XVI of the Social Security Act to guarantee a certain level of income.
<b>SSL</b>	Secure Sockets Layer protocol - Originally developed by Netscape, SSL has been universally accepted on the World Wide Web for authenticated and encrypted communication between clients and servers.
<b>SSN</b>	Social Security Number
<b>STA</b>	Statewide Technical Architecture - Includes architectural guidelines, policies, practices and standards for ensuring that the State of North Carolina adopts uniform and consistent implementation of solutions across the enterprise. The STA is applied to IT infrastructure, applications and projects for North Carolina State Agencies.

<b>TERM</b>	<b>DEFINITION</b>
<b>State</b>	The State of North Carolina and its Agencies.
<b>Substantial Evidence</b>	Relevant evidence a reasonable mind would accept as adequate to support a conclusion.
<b>SUI</b>	State Unique Identifier
<b>Support</b>	The provision of technical assistance for and maintenance of a software application.
<b>SW</b>	1. Social Worker - A county DSS employee responsible for providing/managing service delivery to a client(s). 2. Software.
<b>TANF</b>	Temporary Assistance for Needy Families - A federal block grant program that provides financial assistance and supportive services to help eligible low-income families achieve self-sufficiency. The program is administered by the Division of Social Services (DSS) under the Work First Family Assistance (WFFA) Program.  See: <a href="http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P261_24108">http://info.dhhs.state.nc.us/olm/manuals/dcd/ccs/man/CCS_AD-01.htm#P261_24108</a>
<b>TAR</b>	Transportation
<b>Target Population</b>	A specific population identified to receive specific services.
<b>TEA</b>	Temporary Emergency Assistance
<b>Team</b>	An administrative grouping centered around the function of supervision.
<b>TEC</b>	Budget software function - See Maximus.
<b>Technical Architecture</b>	The design of a system with detail on how the components of the system are connected to, and operate, with each other. A good technical architecture should permit a system to grow seamlessly without large increases in cost.
<b>Technical Specification</b>	A specification that documents the requirements of a system or system component. It typically includes functional requirements, performance requirements, interface requirements, design requirements, development standards, maintenance standards or similar terms.
<b>Test Case</b>	An individual set of criteria to be used to test a piece of or pieces of functionality of a system.
<b>Test Plan</b>	A document that provides a detailed approach and schedule for verifying that the implemented functionality of a software application meets the defined requirements. Test plans are required for all phases of the project. Each test identified in the plan shall map to a requirement in the RFP to ensure complete requirements satisfaction. One test may include satisfaction of several RFP requirements. A traceability matrix shall be included as part of the plan.
<b>Test Strategy</b>	High-level approach for assuring that the functionality and performance of a software application meets the defined requirements.

TERM	DEFINITION
<b>Thin Client Application</b>	The client can perform presentation rendering and display with only limited, but dynamic, client-side program execution. The bulk of the processing occurs on the servers (e.g. web, application, persistence).
<b>Tickler</b>	Term used to describe a notice sent to a user(s) to remind the user of things to be done. A user may or may not choose to act on the message/notice. Example of "Tickler" use in writing a Use Case: SUD sends tickler to Actor who posted the expired broadcast message stating "Broadcast message< _ID_> will expire mm/dd/yyyy and will no longer be displayed."
<b>Timely Notice</b>	A written notice to inform the recipient of intended action to their case. This type of notice requires the change be held for 10 work days and processed the work day after the Timely Notice expires.
<b>TPM</b>	Technical Performance Management
<b>TPQY</b>	Third-Party Query – Nightly batch Social Security Interface.
<b>TPR</b>	1. Termination of Parental Rights 2. Third-Party Recovery
<b>Transition</b>	1. The state of moving from one environment to another. 2. The transfer of knowledge from one person or team to another. 3. The phased elimination of components of a system used during a phased implementation that are not required after full implementation.
<b>Trigger</b>	A data record used to exchange information between ACTS (Child Support Enforcement system) and another system (currently EIS). Trigger records will be placed in the Filing Cabinet whenever either system detects a need to send information to the other system. Each type of trigger that is sent has a unique identifying number.
<b>Triple DES</b>	Triple Data Encryption Standard - The Data Encryption Standard (DES) was developed by an IBM team around 1974 and adopted as a national standard in 1977. Triple DES is a variation of this standard. The procedure for encryption is exactly the same as DES, but it is repeated three times. Hence the name Triple DES. The data is encrypted with the first key, decrypted with the second key, and finally encrypted again with the third key.
<b>TRS</b>	Technical Response Spreadsheet - A table used by the Vendor to communicate its ability to fulfill RFP functions.
<b>UAT</b>	User Acceptance Testing - One of the final stages of a software project that is performed before a new system is implemented into production. Users of the system are actively involved in this phase of testing.
<b>UCP</b>	United Cerebral Palsy of North Carolina
<b>UIB</b>	Unemployment Insurance Benefits
<b>Unclaimed Body</b>	A deceased person for whom no one has claimed the body for final disposition within 10 days of the date of death.

<b>TERM</b>	<b>DEFINITION</b>
<b>USDA</b>	United States Department of Agriculture
<b>Use Case</b>	A Use Case represents a discrete unit of interaction between a user (human or machine) and the system. A Use Case is a single unit of meaningful work; for example login to system, register with system and create order are all Use Cases. Each Use Case has a description which describes the functionality that will be built in the proposed system. A Use Case may 'include' another Use Case's functionality or 'extend' another Use Case with its own behavior. A use case will typically include an actor. An Actor is a user of the system. This includes both human users and other computer systems. An Actor uses a Use Case to perform some piece of work which is of value to the business. The set of Use Cases an actor has access to define their overall role in the system and the scope of their action.
<b>Vendor</b>	Company, firm, corporation, partnership, individual, etc. submitting a response to a solicitation.
<b>Vendor Team</b>	The staff provided by the Vendor to meet the obligations of the contract. This team may consist of personnel from the Prime Vendor and any of the sub-Vendors. The Prime Vendor is responsible for the performance of all members of the Vendor team.
<b>VISTA</b>	Volunteers In Service To America
<b>VPA</b>	Voluntary Placement
<b>W3C</b>	World Wide Web Consortium - Develops interoperable technologies (specifications, guidelines, software, and tools) to lead the Web to its full potential. W3C is a forum for information, commerce, communication, and collective understanding. The W3C has many initiatives including the Web Accessibility Initiative (WAI). WAI, in coordination with organizations around the world, pursues accessibility of the Web through five primary areas of work: technology, guidelines, tools, education and outreach, and research and development. The WAI published the first Web Content Accessibility Guidelines (WCAG 1.0) in 1999. These are the current established guidelines and the ones referred to in this RFP. Although Web Content Accessibility Guidelines version 2.0 is available as a working draft, it in no way supersedes WCAG 1.0.
<b>WAI</b>	Web Accessibility Initiative
<b>Waiting List</b>	The list of persons who have been determined to be eligible for benefits/services but due to limited funding, benefit/service availability, etc. are unable to receive benefits/services at the current time and choose to be placed on the waiting list.
<b>Ward</b>	A person adjudicated incompetent by the court and for whom a guardian is appointed to make legal decisions.

<b>TERM</b>	<b>DEFINITION</b>
<b>Waterfall System Development Life Cycle</b>	A development life cycle that calls for the completion of all deliverables in a given life cycle phase before moving to the next phase in the life cycle. For example, the waterfall approach calls for gathering all requirements before writing a complete functional specification for the entire application, before designing the entire solution, before programming the entire solution, before testing the entire solution, etc. The least flexible and most obsolete of the life cycle models. Well suited to projects that have low risk in the areas of user interface and performance requirements, but high risk in budget and schedule predictability and control.
<b>WBS</b>	Work Breakdown Structure - The WBS is a categorization or hierarchical set of work units and codes assigned to some activities and to products that will result from the project. It is used in developing a project plan. A WBS provides a single, consistent and visible framework for reporting progress, for identifying status of planned and expended costs, and for controlling expenditures throughout the life of a project. A WBS is independent of time: it indicates what is to be done, not how, when, or by whom.
<b>WBT</b>	Web-Based Training - A form of training that uses a network. It is delivered over the Internet using a web browser and frequently includes interactive methods, such as bulletin boards, chat rooms, instant messaging, videoconferencing, and discussion threads. WBT is usually a self-paced learning medium; however, some systems allow for online testing and evaluation at specific times, or may have an instructor leading real-time training.
<b>WCAG</b>	Web Content Accessibility Guidelines
<b>WF</b>	Work First - The TANF program for North Carolina, the Work First program provides cash assistance to families with children, as well as short-term training and services to enable the adult household members to become employed and self-sufficient. Since the 1996 Federal welfare reform or Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), the focus of this program has been on engaging the responsible adult(s) in gaining self-sufficiency. Toward this end, able participants are required to participate in developing a plan to move the family to self-sufficiency. Approximately 55% of the Work First caseload is comprised of "child only cases." In child only cases, only a cash stipend is issued. A service plan is not developed, and time limits do not apply.
<b>WFBG</b>	Work First Block Grant
<b>WFES</b>	Work First Employment Services - North Carolina's TANF Employment Program for families.
<b>WFFA</b>	Work First Family Assistance - North Carolina's TANF Cash Assistance program for families.
<b>WFR</b>	Work First Representative
<b>WIA</b>	Work Force Investment Act
<b>Workflow</b>	Term used to describe the tasks, procedural steps, organizations or people involved, required input and output information, and tools needed for each step in a business process.

TERM	DEFINITION
<b>Workflow Engine</b>	The component in a workflow automation program that knows all the procedures, steps in a procedure, and rules for each step. The workflow engine determines whether the process is ready to move to the next step.
<b>Working Day</b>	Any day other than a Saturday, Sunday, or legal holiday.
<b>Workitem</b>	<p>Term used to describe a single work activity within a worklist for a single user to perform. The workitem provides a brief description of the task to be performed and is linked to the activity in the Case Unit.</p> <p>For example, this interface could provide a means of indicating the activity's status to the user. The user does not directly interact with the workitem, but rather with the activity via the workitem's pointer. Once the activity is completed, the workitem should be removed from the user's worklist.</p>
<b>Worklist</b>	<p>Term used to describe the intent of a single user's work activities being available using suitable graphical interfaces and appearing or controlled in the SUD desktop and interfaced with a workflow engine. The worklist would allow the potentially numerous distributed processes being performed throughout an interoperating enterprise to be filtered based on their relevance to a particular user. The worklist would be determined according to the user profile.</p> <p>For example, when SUD assigns an activity to a user it could create a workitem for that user and display it in the user's worklist.</p>
<b>WSDLC</b>	See Waterfall System Development Life Cycle.